

IN THE ABSTRACT

Replace the abstract originally provided on the cover sheet of the PCT application with the new abstract as follows: A new abstract numbered page 22 is enclosed for the last page of the application following the claims.

ABSTRACT OF THE DISCLOSURE

A method of tuning a task scheduling algorithm for assigning tasks to resources of a workforce management system, the scheduling algorithm being arranged for calculating a work plan on the basis of resources availability and tasks to be carried out by the resources and as a function of predetermined scheduling parameters. The method includes selectively modifying at least a predetermined subset of scheduling parameters; running the scheduling algorithm on the basis of the parameters, resource and task data for each modified subset of parameters to calculate respective work plans; applying a score function to each of said work plans for calculating respective score values representative of the degree of achievement of one or more targets by each work plan; and selecting the work plan to be used by the workforce management system as the work plan being attributed a score value complying with a predetermined selection criterion, i.e., a highest score. A system and a computer program or computer program set to be run on the system arranged to carry out the method.